




June 6, 2014

TO: Mayor and Members of Council 
FROM: Jim Westmoreland, City Manager
SUBJECT: Items for Your Information

UPCOMING MEETINGS

- Jun 12 at 12:00 pm Council Work Session
- Jun 17 at 5:30 pm Council Meeting
- Jun 24 at 3:00 pm Council Work Session

Summer Youth Programs

Attached is a memorandum from Parks and Recreation's Youth and Volunteer Services Division Manager Jenny Caviness, regarding the programs that will be available this summer for youths of all ages.

Summer Nights Lights Program

Attached is a press release for the second annual Summer Night Lights Program, which kicks off on Friday, June 13, 2014.

Public Information Request Report

Attached is the weekly Public Information Request Report for the week of June 6, 2014.

Contact Center Feedback

Attached is the weekly report generated by our Contact Center for the week of May 26, 2014, through June 1, 2014.

Small Group Meetings

Attached is the Small Group Meeting report for the week of June 6, 2014, between City Staff and [more than two but less than five] Councilmembers.

JRW/mm
Attachments



June 6, 2014

TO: Chris Wilson, Interim Assistant City Manager

FROM: Jenny Caviness, Youth and Volunteer Services Division Manager

SUBJECT: Summer Youth Programming and Events

As part of the City's ongoing efforts to provide quality programs for youth during the summer, the Parks and Recreation Department, along with Greensboro Public Library system, is offering a variety of events and programs for youth of all ages. In 2013, more than 33,000 free meals were served to participants in the department's summer programs.

Below are some of the events and programs the City is providing for youth this summer.

- **Summer Reading Program:** The Libraries offer an entire series of events around summer reading. Please visit: www.greensboro-nc.gov/index.aspx?page=4020
 - Children's activities: When you Fizz, Boom, Read, you can discover a new world filled with adventure, festivals, and celebrations. As part of Summer Reading 2014, your local library will have great arts and crafts programs, as well as amazing performances and hands-on science activities, and even give away prizes for reading.
 - Teen's activities: During Summer Reading, teens can Spark a Reaction to discover learning through reading, science and technology programs, volunteering for service learning opportunities with the library, and group programs such as the Manga, Anime, and Graphic Novel Convention.
- **Summer Camps:** Parks and Recreation offer a variety of camps ranging from sports, arts, outdoor adventure, and playgrounds.
Visit: www.greensboro-nc.gov/index.aspx?page=4386
- **Summer Night Lights (SNL):** The City's Summer Night Lights (SNL) program offers free events and activities at City recreation centers, pools, the Greensboro Sportsplex, Libraries, and Cultural Center for teens. SNL activities start and end at different times, and all are open to all Guilford County youth ages 13-18.
Visit: www.greensboro-nc.gov/SNL
- **Counselors in Training:** The Counselor in Training (CIT) Program offers teens a chance to gain real work experience, service learning hours, and leadership skills at one of Parks

and Recreation's summer camp locations for at least three weeks. New this year, we will also be adding volunteer opportunities at Caldcleugh Multicultural Center, Sportsplex, Camp Joy, and our city pools. Summer camps begin June 16 and run through August 15. Teen volunteers are needed for all camp locations.

Please visit: www.greensboro-nc.gov/index.aspx?page=4013

- **Summer Playgrounds:** ENERGY at the Park, which stands for Education, Nutrition, Exercise, Recreation, and Games for Youth, provides children ages 5-15 (five-year-olds must have completed kindergarten to participate) with a supervised location within their neighborhood to participate in organized active and passive activities during the day. A free lunch is provided Mondays through Thursdays until July 31.

Please visit: www.greensboro-nc.gov/energy

- **City Pools and Spraygrounds:** The four Greensboro Parks and Recreation outdoor pools (Lindley, Peeler, Warnersville and Windsor) are open from Memorial Day weekend through the first week in August. Outdoor pools can be called directly during the summer swimming season during the posted operating hours.

Please visit: www.greensboro-nc.gov/pools

For more information youth programs, please contact (336) 373-2489 or by visiting www.greensboro-nc.gov/kids.

JC/jk

Attachment

cc: Wade Walcutt, Interim Parks and Recreation Department Director
Brigitte Blanton, Libraries Director
Tammy Miller, Libraries Youth Services Coordinator



**CITY OF GREENSBORO
FOR IMMEDIATE RELEASE**

Contact: Michelle Gill-Moffat
Phone: 336-373-4588

Second Annual Summer Night Lights Program Kicks Off on June 13

GREENSBORO, NC (June 6, 2014) – The City of Greensboro kicks off its second annual Summer Night Lights (SNL) program for teens ages 13-18 from 7-11 pm Friday, June 13 at the Greensboro Sportsplex, 2400 16th St. At this kick-off event, teens can participate in open play basketball and soccer tournaments and enjoy music by DJ A-Vegas, dancing, and refreshments. “We really anticipate a great turnout for the kick-off event and expect the Sportsplex to be packed,” said Michelle Gill-Moffat, youth development director for Parks and Recreation.

Last summer, more than 3,000 teens ages 13-18 attended the 66 SNL events, with a majority of the events offered in the evenings between 6-11 pm. The weekly events provided teens with a structured, safe environment through many activities offered during traditional high crime times for juveniles during the summer. Originally, SNL was built off the popularity of Parks and Recreation’s Midnight Basketball program.

This summer, the SNL program has expanded and is offering more than 120 free events and activities at City recreation centers, Greensboro Public Library branches, swimming pools, the Greensboro Sportsplex, and the Greensboro Cultural Center.

For more information on Summer Night Lights, visit www.greensboro-nc.gov/SNL or follow through social media on Twitter and Instagram at @GreensboroSNL, and Facebook at www.Facebook.com/GSOSummerNightLights. Track all of the events at www.greensboro-nc.gov/SNLCalendar. Watch out on social media for any potential pop-up events throughout the summer.

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The City works with the community to improve the quality of life for residents through inclusion, diversity, and trust. As the seventh largest employer in Greensboro, the City has a professional staff of 3,000 employees who maintain the values of honesty, integrity, stewardship, and respect. The City is governed by a council-manager form of government with a mayor and eight council members. For more information on the City, visit www.greensboro-nc.gov or call 336-373-CITY (2489).



Current Public Records Requests Update June 6, 2014

Date Requested	Requestor	Subject	Status
8/5/2013	Mike Carter	Email Correspondence from 8/1/11 to 8/5/13	GPD and Legal reviewing email search.
1/13/2014	Terra McKee	GPD Crime Analysis Unit Emails from 1/1/12 to 1/13/14	GPD and Legal reviewing email search.
2/20/2014	Mallory Horne	Email Search	Legal reviewing email search.
3/24/2014	Jorge Cornell	Request for all public records RE: Jorge Cornell	Legal reviewing information.
5/13/2014	Roch Smith	Strong Cities Million Dollar contest deadline	Additional information given to requestor on 6/5/2014.
5/20/2014	Jenifer McCrea	All emails related to Jenifer McCrea	Staff compiling information.
5/22/2014	Ben Holder	James Hinson's voicemails, emails and cell phone records	Staff compiling information.
5/23/2014	Adam Andrzejewski	Active employee information	Staff compiling information.
5/23/2014	Amanda Lehmert	Law Enforcement Liability Expenses	Staff compiling information.
5/30/2014	Jimmy Wiggins	City of Greensboro Current cemeteries deeds	Staff compiling information.
6/3/2014	Ben Holder	Information on the Greenway	Staff compiling information.
6/3/2014	Ben Holder	Invoices for Mel's Pressure Wash	Staff compiling information.
6/4/2014	Ben Holder	Search warrant for 310 W Meadowview	Staff compiling information.
6/5/2014	Ben Holder	Good Repair Ordinance warning requirements	Staff compiling information.

Weekly Totals (6/2/14 - 6/6/14):		
	Number of PIRTS Opened	18
	Number of PIRTS Closed	28
	Average Completion Time	6.11 days
Totals Since January 1, 2014:		
	Number of PIRTS Opened	352
	Number of PIRTS Closed	392
	Average Completion Time	13.30 days

Closed Public Information Requests

For the Week of June 6, 2014

Tracking Number	Date Requested	Date Closed	Business Days Open	Requestor	Subject
3238	2/4/2014	6/5/2014	17 weeks	Terra McKee	City of Greensboro lawsuits
3491	5/15/2014	6/4/2014	20 days	Ben Holder	Waste Water Treatment Security
3504	5/21/2014	6/6/2014	16 days	Ben Holder	Email, voicemail and cell phone records for Don Howard
3508	5/21/2014	6/5/2014	15 days	Ben Holder	Communication between Seth Cohen and the City/GPD
3510	5/21/2014	6/3/2014	13 days	Ben Holder	Current status of suspended employees
3517	5/22/2014	6/3/2014	12 days	Ben Holder	INFOR (US) INC
3521	5/23/2014	6/4/2014	12 days	Paul Clark	Cost on police lawsuits
3522	5/23/2014	6/2/2014	10 days	Paul Clark	Consultant funds
3527	5/27/2014	6/2/2014	6 days	Billy Jones	Report regarding Jeffrey Ray Martin
3528	5/27/2014	6/3/2014	7 days	Roch Smith	Records regarding the SC2 grant
3536	5/29/2014	6/2/2014	4 days	Danick Baron	Vendor Information
3537	5/29/2014	6/3/2014	5 days	Bill O'Neil	Privilege Tax Record
3538	5/30/2014	6/2/2014	3 days	Casey Rawson	Certificates of Occupancy
3539	5/30/2014	6/2/2014	3 days	Michael Spears	Apartment construction permits
3541	6/2/2014	6/2/2014	0 days	Greg Messinger	7341-7355 W. Friendly Ave
3542	6/2/2014	6/5/2014	3 days	Joe Killian	Privilege License Information
3543	6/3/2014	6/4/2014	1 day	Sean Drain	Copies of permits and plans
3544	6/3/2014	6/4/2014	1 day	David Galajda	Open building violations and C/O, etc
3549	6/4/2014	6/4/2014	0 days	Ben Holder	Inquiry regarding 310 W. Meadowview Rd
3550	6/4/2014	6/4/2014	0 days	Larry Gillen	Certificates of Occupancy
3551	6/4/2014	6/4/2014	0 days	Jessica Gustis	Certificate of Occupancy
3552	6/4/2014	6/5/2014	1 day	Ben Holder	302-304 South Elm Street

Closed Public Information Requests

For the Week of June 6, 2014

Tracking Number	Date Requested	Date Closed	Business Days Open	Requestor	Subject
3554	6/4/2014	6/5/2014	1 day	Rute Thornton	Certificate of Occupancy
3556	6/4/2014	6/5/2014	1 day	Ben Holder	Incident Reports
3557	6/4/2014	6/4/2014	0 days	Ben Holder	Business License for the Greensboro Parking Group LLC
3558	6/5/2014	6/5/2014	0 days	Ben Holder	Alarm Calls
3559	6/5/2014	6/5/2014	0 days	Jennifer Fountain	2616 Green Gate Dr.
3560	6/5/2014	6/6/2014	1 day	Charles Walsh	Manager's List

Contact Center Weekly Report

Week of 05/26/14 – 06/01/14

Contact Center

4219 calls answered this week

Top 5 calls by area

Water Resources

Balance Inquiry – 595

Bill Extension – 134

New Sign up – 134

Cutoff Requests – 117

IVR/Pay by Phone – 100

Field Operations

Bulk Guidelines – 60

HHW/Landfill/Transfer – 57

Mattress Collection – 47

No Service/Garbage – 43

Repair Can/Garbage – 37

All others

Police/Watch Operations – 81

Overgrown Lots – 58

Privilege License – 48

Computer Help Desk -- 42

HR/Employment – 24

Comments

We received a total of **4** comments this week:

Executive – 2 comments:

- Caller upset about the loud elevator music while waiting on hold for 30 minutes.
- Customer does not like hold music. Wants us to get rid of it.

Field Operations – 1 comment:

- Crew is repaving the street and states signs were posted to alert residents about the paving process. However, caller feels the city should have given written notice in the mail about the repaving. Customer is retired and did not appreciate being awakened so early in the morning in order to move their car. Had they known ahead of time, they could have made the proper arrangements the night before.

Water Resources – 1 comment:

- Caller is upset that they cannot sign up for water service online. Caller had to wait 10 minutes for someone to answer the phone just to be told they cannot sign up online. City needs to move to online service to better assist customers.

Overall

Calls about overgrown lots and about privilege licenses remained steady last week. Call volume remained busy through the end of the week.



SMALL GROUP MEETINGS 2014

Small Group Meeting Dates & Times	Councilmember Attending	Person Contacted / Department	Subject	Council Notification Date
June 2, 2014	Mayor Nancy Vaughan Councilmember Jamal Fox	City Manager Jim Westmoreland	Tour of Revolution Mills	June 6, 2014
June 6, 2014	Mayor Nancy Vaughan Councilmember Marikay Abuzuaiter	City Manager Jim Westmoreland	Family Justice Center	June 6, 2014